

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	January 10, 2011
Place	550 S. Vermont Ave., 10th Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, APRN	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Anahid Assatourian; Ann Lee; Carol Eisen; Claudia Fierro; DonnaKay Davis; Donald Gonzales; Erica Melbourne; Gassia Ekizian; Janet Fleishman; Jeff Kohn; Jessica Wilkins; Julie Valdez; Kia Hayes; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Leah Carroll; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Mary Ann O'Donnell; Melody Taylor; Michelle Rittel; Monika Johnson; Naga Kasarabada; Norma Cano; Norma Fritsche; Sandra Chang Ptasinski; Susanne Birman; Susan Crimin; Vandana Joshi; Yvette Willock;		
WebEx Participants			
Excused Members			
Absent Members	Albert Thompson; Alex Medina; Bertrand Levesque; Josh Cornell; Leslie Shrager; Nina Johnson; Robert Levine;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were approved with corrections requested.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: January 4 th meeting was cancelled due to weather.	Next meeting January 18, 2011. Ms. Crimin will contact Ms. Joshi for the upcoming presentation.	S. Crimin
	SA 2: For the month of January SA1 will combine their meeting with Children's. V. Joshi will present: Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Areas, and Part III Performance Outcomes Summary Report. Reported progress on SA2 QIC CCCP survey.	Next meeting January 20, 2011. Adult & Children meeting will be combined.	K. Salvaggio
	SA 2: Children: Documents from previous meetings were reviewed.	Next meeting January 20, 2011.	M. Rittel
	SA 3: Last meeting December 15, 2010. Mr. Manny Rosas Program Coordinator for Wraparound presented.	Next meeting January 19, 2011.	M. Taylor
	SA 4: Dark in December.	Next meeting January 18, 2011. V. Joshi will present: Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Areas, and Part III Performance Outcomes Summary Report.	A. Bray
	SA 5: Dark in December.	Next meeting January 11, 2011. SA QIC members will review prior documents, such as Policies, Documentation Status Report. Also will discuss the differences between QI/QA. Monica Rodriguez-Finston from Access Center will present on Accessibility.	M. Johnson

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports cont.	SA 6: Dark in December.	Next meeting January 19, 2011, at West Central Mental Health Center.	K. Spears
	SA 7: SA QIC members are discussing specialty category program issues.	Next meeting February 8, 2011.	L. Ayala
	SA 8: Dark in December. Reviewed No Shows QIC Project. SA QIC is waiting on feedback from members.	Next meeting January 19, 2011.	J. Fleishman
Countywide Children's	V. Joshi will present at next meeting: Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Areas, and Part III Performance Outcomes Summary Report.	Next meeting February 10, 2011. Ms. Sugihara will present an update on EPSDT PIP.	L. Singleton
Cultural Competency Committee	<p>Cultural Competency Committee and Planning Division continue to work on completion of the Cultural Competency Plan (CCP). 95% is completed and the plan is expected to be submitted by the end of this month.</p> <p>National definition of Culture was brought up. Ms. Hayes reported contacting Kimberly from the State requesting the Federal definition of culture and is waiting for a response. Ms. Drinan suggested also contacting SAMHSA/CMHS Administrative Offices (Rockville, MD).</p> <p>CC Committee members to finalize eNews entries by next week. The group is discussing content as well as the column name for eNews.</p> <p>CCC is working with ISD and Procurement for the translation of forms.</p>	<p>Plan is to submit CCP to the state by the end of January. Cultural Competency Committee is requesting representation from SA QIC's to join the CC Committee. Next meeting: January 12, at 1:30 – 3:30 p.m. 695 S. Vermont Ave., 15th Floor Large Conference Room.</p>	K. Hayes S. Chang-Ptasinski

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Patient Rights Office QIC Issues	Request for Change of Provider (RCP) Draft Report was distributed and discussed. Corrections were made for totals and percents as needed. The RCP Report to the State is generated from provider data on change of provider requests. PRO creates two RCP Reports: 1.) A report of Total RCP by month and each provider that helps track provider compliance in reporting. 2.) Reported reasons for RCP by categories, w/ totals in each category by Service Area. Discussed how the second report allows for data analysis enabling providers to identify potential areas of quality improvement.	Mr. Wilson from PRO and Ms. Joshi from QI/Data will be in discussion to ensure that they are "on the same page," regarding data collection and reporting for RCP.	J. Kohn
Clinical Issues	<p>Medication Parameters are under review. There is a new link with Policies and Parameters at the DMH Site, allowing for easy access of all related Policies and Procedures.</p> <p>Ms. Eisen distributed Save the Date Bulletin for an upcoming training entitled, "Don't Forget: Older Adults with Impaired Memory in Mental Health Settings." Training is offered to DMH and Contract Providers. This is an opportunity for staff to increase awareness of concerns and enhance their clinical skills in working with older adults who have impaired memory.</p>	<p>Revised Medication Parameters will be posted when completed.</p> <p>This half day training is available on two separate days: February 9, 2011 and March 2, 2011 at St. Anne's Center: 155 N. Occidental Blvd., Los Angeles, CA 90026, 8:00 a.m. to 12:30 p.m.</p>	<p>M. O'Donnell</p> <p>C. Eisen</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Test Calls	<p>The <u>Summary Report of Accessibility: Monitoring Test Calls</u> to the 24/7 Toll-Free Access Line was presented by Sue Birman. She provided information required for documentation, protocols, and monitoring. During 2010, the Access Center averaged 24,704 calls per month or more than 800 calls per day. Of these calls the number of Non-English calls averaged 800 calls per month. 96% of the Non-English calls were Spanish language, which average 26 Spanish calls per day. Trends of ACCESS Center Test Calls data from 2008, 2009 and 2010 were compared. Areas of improvement from 2008-2010 included increases in ACCESS Center staff providing their name, requesting the name of caller, asking if the caller is experiencing a crisis, increased perception of satisfaction w/ services among English speaking callers, and providing referrals to all callers. Areas in need of improvement included ACCESS center staff providing their first name, staff requesting name of caller, and providing equivalently high satisfaction w/ service among callers, regardless of language.</p>	<p>Recommendations: Establish protocols for evaluating the quality of interpreter services, share QI report in training sessions w/ ACCESS Center staff. Share QI report w/ OCI in order to assist in improving interpreter sensitivity in providing mental health services, ACCESS Center staying on track to implement upgrades in phone and computer technology in September 2011, decreasing wait times during high volume periods, identify the number of fulltime staff needed to provide high quality service during peak periods, and standardize protocols for test call to be completed by each SA in the upcoming year.</p>	S. Birman
Standard for Security Guards	<p>A meeting was held with Mr. Logan to discuss the Security Guard Training Video. All Security Guards have to view/review the video prior to placement at the clinics.</p>	<p>A meeting to be held to review training video. Volunteer Dept. QIC members will be reviewing for appropriate content, including "warm and welcoming" content and cultural sensitivity. Also will review narrative language for recommendations of any additions or corrections to the video.</p>	K. Spears

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Mandatory Trainings	Defer to next meeting.		M. Drinan
Cultural Competency			
Handouts	<ul style="list-style-type: none">➤ DRAFT Patient Rights Office (PRO) Requests for Change of Provider No. 10.III.7➤ Summary Report of Accessibility: Monitoring Test Calls to 24/7 Toll Free Access Line dated January 3, 2011		
Announcement			
Next Meeting	February 14, 2011 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 nd Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Martha Drinan, RN, MN, CNS